

Performance Reporting and Outcomes Measurement to Improve the Standard of care at End-of-life: **PROMISE**

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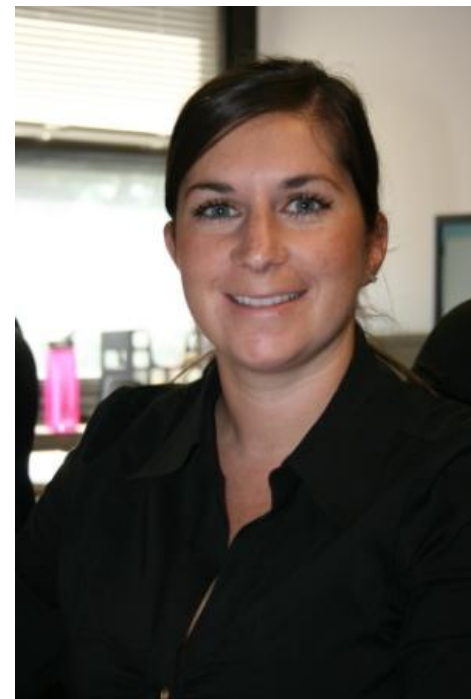


The PROMISE Team

- Hien Lu, Associate Director
- Dawn Smith, Data Manager
- VISN Coordinators
- Program Managers and Clinical Champions

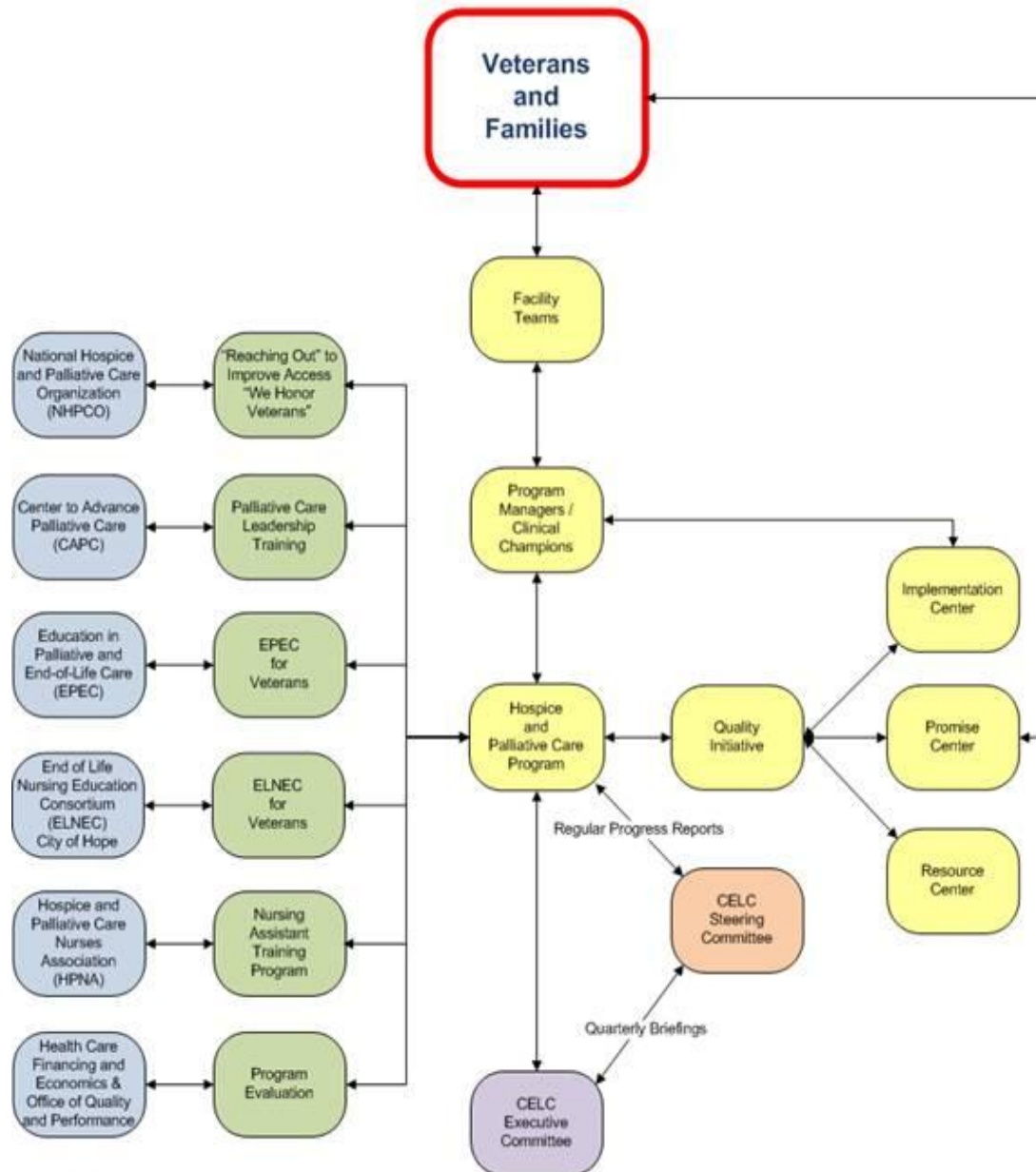


Hien Lu



Dawn Smith

Hospice and Palliative Care Program Comprehensive End of Life Care (CELC) Initiative



PROMISE Goals

- To identify and reduce unwanted variation in the quality of end-of-life care throughout the VA
- To define and disseminate processes of care (“Best Practices”) that contribute to improved outcomes for Veterans near the end of life and their families

Bereaved Family Survey

- 19-item survey
- Administered 6-10 weeks after Veteran's death
- Detailed contact follow up procedures
- 17 items -- family members rate aspects of the care that the Veteran received in the last month of life; communication, emotional and spiritual support, pain and PTSD management, personal care needs, and Veteran benefits
- 2 open-ended items give family members the opportunity to provide comments
- English and Spanish versions

Bereaved Family Survey

- Since 2008 the PROMISE Center has conducted:
 - ~49,000 medical records reviews
 - Over 28,000 interviews with bereaved family members
- A Network Directors' Performance Plan measure since FY2011
 - Only one of two Veteran-centric measures across VA

PROMISE Items

- How much of the time were the doctors and other staff willing to take time to listen?
- How often did the doctors and other staff provide the medication and medical treatment that the family and Veteran wanted?
- How often were the doctors and other staff kind, caring, & respectful?
- How often did the doctors and other staff keep family members informed about the Veteran's condition and treatment?
- Did anyone alert the family when the Veteran was about to die?

PROMISE Items Continued

- How often were the Veteran's personal care needs, such as bathing, dressing, and eating meals, taken care of as well as they should have been?
- How often did pain make the Veteran uncomfortable?
- How often did PTSD make the Veteran uncomfortable?

PROMISE Items Continued

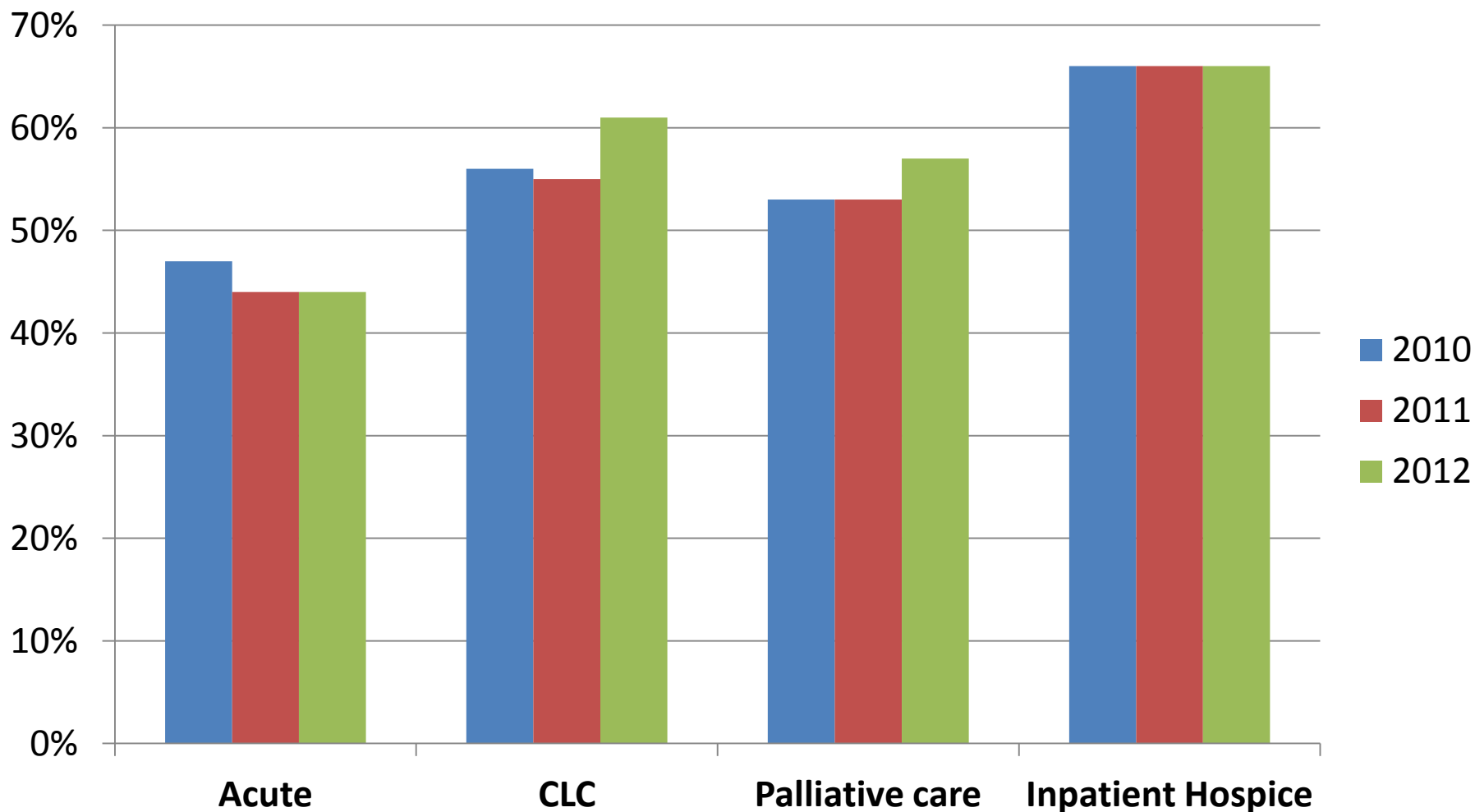
- How much of the time did the doctors and other staff provide the kind of spiritual support that the family and Veteran would have liked ?
- How much of the time did the doctors and other staff provide the kind of emotional support that the family and Veteran would have liked **prior to** the Veteran's death?
- How much of the time did the doctors and other staff provide the kind of emotional support that the family would have liked **after** the Veteran's death?
- Would it have been helpful if the VA had provided more information about benefits for surviving spouses and dependents?

PROMISE Items Continued

- Would it have been helpful if the VA had provided more information about burial and memorial benefits?
- Would it have been helpful if the VA had provided more help with the Veteran's funeral arrangements?
- Overall, how would you rate the Veteran's care in the last month of life?
- Open-ended Questions:
 - Is there anything else that you would like to share about the care?
 - Is there anything else that you would like to share about how the care could have been improved?



% of Families Rating End of Life Care as “Excellent” in Acute Units vs. CLC vs. Palliative care vs. Inpatient hospice unit settings





Voices of Veterans' Families

- *“The hospice unit at [xx] was exceptionally caring to my family members. The doctors, nurses, and aides should be commended for their care. They made a difference in his last days.”*
- *“I feel very strongly that the hospice unit is a necessary addition. They were phenomenal. Humor, care, joy, love - it was all there. They met every single need we had. It was perfect.”*
- *“It's unfortunate that everyone is not privileged to receive care in this patient hospice unit or at this VAMC in [xx]. It would be nice to have enough staff to open the other two beds on that unit. “*
- *“My spouse loved the VA-Dr. X was phenomenal. I can not say enough good things about the hospice staff. More veterans need to use the VA-They truly care and you have the most wonderful staff. It can't get any better! You have the best of the best there.”*



Support for Teams

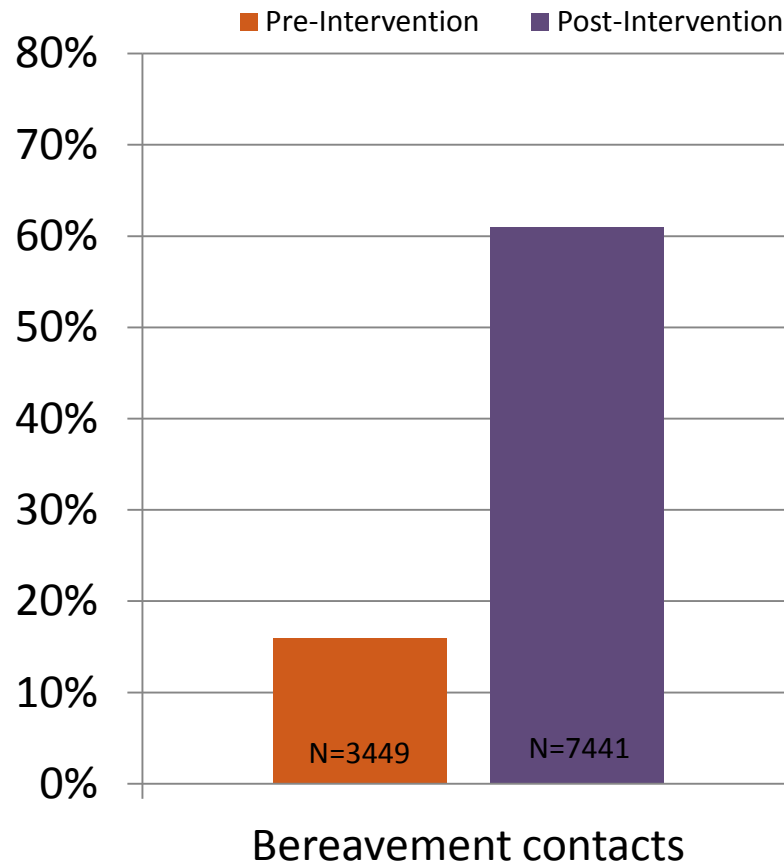
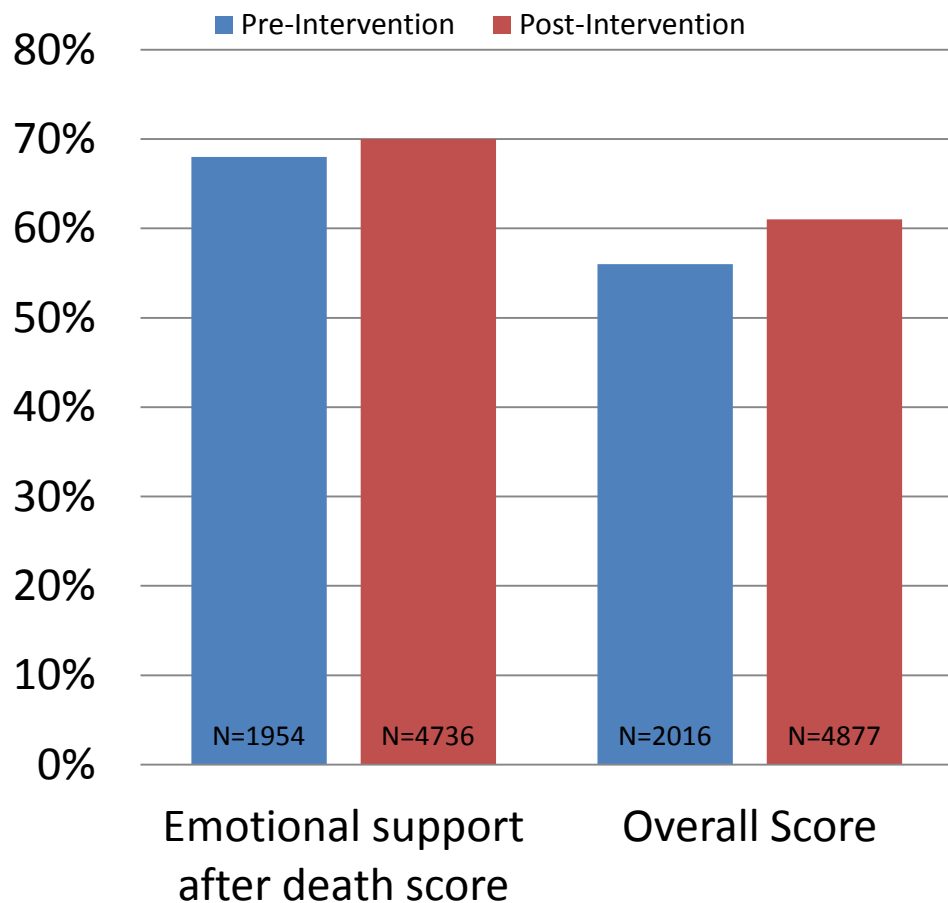
- Customized reports
- “Hot Seat” calls
- Collaboration with other components of the CELC Initiative
- Participation in QI and research within the CELC and across the VA

Additional services PROMISE provides

- Family members referred for additional bereavement services and/or quality of care concerns not addressed:
 - Since Q4FY2008 - **2,568 referrals**
 - Since Q1FY2010 - **2,149 referrals**
- Family members referred to a patient advocate for logistical questions:
 - Since Q4FY2008 - **4,033 referrals**
 - Since Q1FY2010 - **3,626 referrals**



Bereavement and Emotional Support QI Initiative*



*33 facilities participating



% of Families rating end-of-life care as “Excellent”

